

## **Registered Office/Postal Address Terms & Conditions**

Please find below the terms & conditions of your Workbench virtual office. The provider is Workbench Office Ltd and the user is your company. Invoices will be sent from Workbench Office Ltd.

1. **Payment:** The user will pay the provider for the services the fixed sum of £20, £30 or £50 (plus vat), depending on the service, per calendar month in advance by direct debit.
2. **Invoicing:** An invoice will be issued monthly by the provider to the user.
3. **Termination:** Either party can terminate the agreement by one months notice in writing.
4. **Confidentiality:** The provider will keep confidential any information which he may obtain during the course of providing the services and will not keep copies of any notes or documents made on the user's behalf and will not pass on any information to any third party regarding address, telephone, fax or email addresses.
5. **Indemnities:** The provider will not indemnify the user for any errors made by the provider's staff in the course of providing the service.
6. **Address usage:** While the contract is current the user can use the providers address at Workbench, 15 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ for correspondence. The provider will hold any mail for collection by the user or by a properly authorised representative of the user.
7. **Mail:** The user can have mail forwarded on to another address at an extra cost. The cost is to be provided upon request.
8. **Reception:** Please note there are no reception facilities at Workbench to meet clients. Post will be collected by representatives of the provider and can be kept in a lockable mailbox.
9. **Meeting room:** The user does have access to a meeting room at Workbench which is free for 2hrs per month. After this

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there is a charge of £10 per hour (plus vat). Meeting room availability to be confirmed by the provider. 24 hr notice is required for booking and cancellation.

10. Bond: A month's notice is required to end the service. A bond of £30 (plus VAT) or £50 (plus vat), depending on the service, will be taken once the user has joined. This will be refunded once the notice period payment is made or it can be retained by Hudson Estates if preferred.
11. Usage: If the user decides to stop the service then they will no longer be able to use our address and we will not be able to pass mail on.

## **Call Handling Service Agreement (if applicable)**

Between **The Customer** and **Workbench Office Limited**.

### **BACKGROUND:**

A. The Customer is of the opinion that the Service Provider has the necessary experience and abilities to provide services the Customer.

B. The Service Provider is agreeable to providing such services to the Customer on the terms and conditions set out in this Agreement.

### **Services Provided**

The Customer agrees to engage Wize Consulting Ltd (through Workbench Office) to provide the following services:

- To take calls on behalf of The Customer and to email/text message/add to app/add details to google doc with all relevant details.

The Services will also include any other tasks which the Parties may agree on with Prior Agreement.

### **Term of Agreement**

In the event that either Party wishes to terminate this Agreement, that Party will be required to provide thirty (30) days notice to the other Party.

### **Performance**

The Parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

### **Invoice and Payment Terms.**

For the services rendered by the Service Provider as required by this Agreement, the Customer will provide payment on the following agreed terms.

Call charge of £1 per call. Diversion will be charged at 5p per minute for landline and mobile incoming calls.

Any Admin work will also be invoiced as completed at the agreed rate of £21 per hour or on the Tier packages available. All invoices will be plus VAT.

This will be invoiced at the end of each month and payment to be made within 30 days.